☐ Current
☒ Proposed

DUTY STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Supervisor II	Working Title Project Management Office (PMO) Manager
Employee Name	Position Number 791-790-1404-005
Project/Division Name Case Management Information & Payrolling System	Supervisor's Name Jean Cooper
Unit Project Management Office	Supervisor's Classification Information Technology Manager I
Physical Work Location 2525 Natomas Park Drive, Suite 100, Sac, CA 95833	Duties Based on: ☒ Full Time ☐ Part Time - Fraction
Revision Date 9/9/2022	

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Requires Fingerprinting & Background Check

☐ May be Required to Work in Multiple Locations   ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.)*:

While the current assignment resides in CMIPS, the OSI reserves the right to change assignments to best meet portfolio and business management needs within the organization.

3. DUTIES AND RESPONSIBILITIES OF POSITION

IT Domains used:

☒ Business Technology Management   ☒ Information Technology Project Manager

☐ Client Services   ☐ Software Engineering

☐ Information Security Engineering   ☐ System Engineering

Summary Statement (Briefly describe the position's organizational setting and major functions):

Under the general direction of the CMIPS Assistant Director, the Information Technology Supervisor II serves as the manager of the Project Management Office for the on-going project management and oversight activities of the CMIPS prime vendor Maintenance and Operations (M&O) contract. CMIPS provides case management, payroll and reporting functions for the In-Home Supportive Services (IHSS) program that allows aged, blind and disabled recipients to remain safely in their homes and avoid institutionalization. While current assignment resides in CMIPS, the OSI reserves the right to change assignments to best meet portfolio and business management needs within the Organization.

Percentage of Duties	Essential Functions
35%	**Team Management Activities** • Manage day-to-day operations including administrative and supervisory tasks for the Project Management Office (PMO) activities required to support the CMIPS office, which is responsible for various multi-million dollar projects and systems. • Plan, organize, prioritize, direct and assign work of a multidisciplinary team responsible for various project management activities such as Scope Management, Deliverables Management, Risk, Issue and Action Item Management, Schedule Management, Quality Management, Performance Assessments and Metrics, Communications Management, Document/Correspondence Management and project library activities. • Oversee and ensure the CMIPS team's compliance with the process and procedures as defined in the CMIPS Project Management Plans. • Recruit, reward and retain PMO staff.

	• Encourage team building, collaboration and motivate PMO staff. • Establish performance standards and expectations and monitor staff achievement towards established benchmarks. • Create a training, mentoring and coaching program. • Implement and maintain a mentoring program for continuous improvement of knowledge, skills and abilities for CMIPS team. • Perform quality checks of all PMO team work products to ensure they meet the quality standards established within the Quality Management Plan.
30%	**Project Management Activities** • Provide leadership and manage the PMO activities according to the project management plans associated with each of the project management discipline areas including, but not limited to: Risk/Issue Management Plan, Schedule Management Plan, Quality Management Plan, Performance Assessments and Metrics Plan, Change Management Plan and Communications Plan. • Ensure plans are current and scheduled for reviews on an ongoing basis. • Lead, oversee and promote communications activities for CMIPS. • Train and/or facilitate training on CMIPS processes and procedures required in accordance with project management plan guidelines. • Facilitate discussions with CMIPS management team, contractors and others to ensure all project activities are conducted according to documented practices. • Participate as a decision maker in meetings with internal team members and executives, vendor staff and partners for various large and complex IT projects. • Work collaboratively with the Contract & Fiscal Manager to facilitate the efficient and effective operations of CMIPS. • Provide support and assistance, as required, to team members needing a deeper understanding of specific project management processes. • Participate in the CMIPS Decision Log process ensuring that all project decisions are documented and communicated to team members. • Develop and support process improvement activities to improve CMIPS team effectiveness and efficiency and increase the project management maturity level of the organization.
30%	**Performance Assessment & Metrics** • Develop an expert understanding of the CMIPS primary vendor M&O contract terms and conditions. Research and analyze existing contract requirements and make recommendations for changes. • Analyze metrics and identify trends and anomalies. Present findings to the CMIPS Management team. • Ensure the performance assessments for all contracts are conducted according to the standards set forth in the project management plans and contracts. • Review risk mitigation and issue resolution strategies to ensure the program's best interests are maximized and impact to users, providers and recipients are minimized. • Ensure project schedule information is readily available and distributed to project staff as set forth in the Schedule Management Plan. • Validate metrics provided by contractors and verify SLAs are adhered to as specified in the contracts. • Establish verification and validation processes and procedures as related to Quality Management Plan.
Percentage of Duties	Marginal Functions
5%	• Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing: Infrequent (7-12%)	Sitting:	Frequent (51-75%)

Walking: Infrequent (7-12%)	Temperature:	Temperature Controlled Office Environment	
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable		
Lifting: 1-25% of the time	Bending/Stooping: Not Applicable		

Other:

Type of Environment: a. Cubicle   b. Select

Interaction with Public: a. N/A   b. Select   c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates)*

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement and can perform the duties outlined above without a Reasonable Accommodation.

Employee's Name (Print)

Employee's Signature   Date

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature   Date

7. HRD USE ONLY

Human Resources Division Approval

	HR Analyst initials	Date approved
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, 625 on file.		
	CR	11/4/2022

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

*   If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

**   AFTER SIGNATURES ARE OBTAINED:
- **SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **PROVIDE A COPY TO THE EMPLOYEE**
- **FILE A COPY IN THE SUPERVISOR'S DROP FILE**